



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SUPERVISING ASSESSMENT CLERK

Class No. 002514

■ CLASSIFICATION PURPOSE

To supervise employees in several clerical units in the Assessor's Office through subordinate supervisors; to perform the most difficult assessment-related clerical work; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is the highest level of the Assessment Clerk series. Under general direction, incumbents in this class function as second-line supervisors and are responsible for directing the activities in multiple clerical units involved in the preparation and maintenance of property records and the secured and unsecured assessment rolls. Supervising Assessment Clerk is distinguished from the next lower class, Senior Assessment Clerk, in that the latter is a first-line supervisor and acts as a lead worker over one clerical unit.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions:

1. Supervises, coordinates, organizes, and plans the work of clerical employees, including subordinate supervisors engaged in a wide variety of specialized assessment functions.
2. Interprets and informs subordinates of changes in assessment related legislation and establishes and modifies clerical forms, policies, and procedures accordingly.
3. Plans workflow and ensures that deadlines and work objectives are met.
4. Performs personnel related tasks such as interviewing and selecting prospective employees, training, counseling, and evaluating subordinates work performance, approving work schedules and assignments, and administering discipline.
5. Handles the most difficult public contact situations.
6. Explains complex taxation, exemption, and assessment information to concerned citizens at the counter, over the phone, and through correspondence.
7. Coordinates work activities with other divisions, Assessor branch offices, county departments, and outside agencies.
8. Processes documents for Assessment Appeal Board.
9. Ensures the lawful maintenance of assessment records.
10. Assist in budget preparation and the development and maintenance of computer systems for the department.
11. Provides responsive, high quality customer service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- California revenue and taxation laws pertaining to property assessment and the preparation of assessment rolls, including Proposition 13 and State Board of Equalization regulations and standards.
- All phases of assessment roll preparation and the processing of related legal documents and records.
- Methods and procedures used to convey, transfer, and record titles to real property.

- Rules governing tax exemptions for veterans, institutions, homeowners, and other groups.
- Principles of supervision and training.
- Real and personal property principles and legal terminology.
- Assessor's office policies and procedures.
- County Civil Service Rules, including those pertinent to employee selection, grievances, and disciplinary procedures.
- Modern office administration, including basic principles of data processing.
- County customer service objectives and strategies.

Skills and Abilities to:

- Supervise, plan, and coordinate the work of a staff performing property assessment activities.
- Conduct research and investigations for title searches.
- Read and understand deeds, maps, titles, wills, and related legal documents.
- Interpret and implement applicable provisions of property assessment laws and convey this information to staff in an effective manner.
- Review performance evaluations prepared by subordinate supervisory personnel.
- Identify and resolve operational problems.
- Prepare clear and concise reports and correspondence.
- Handle the most difficult public contact situations.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in adverse situations, which require a high degree of sensitivity tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: four (4) years of clerical experience, two years of which must have been in a California Assessor's Office at a level equivalent to a firstline supervisor in the County of San Diego. This experience must have included supervising the processing of legal documents that effect ownership, transfer, and change of property and the preparation of an assessment tax roll.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials. Occasional: grasping, pushing, pulling and reaching above and below shoulder level. May occasionally lift and/or carry up to 50 lbs.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

None required.

Certification/Registration

None required.

Working Conditions

Office environment; exposure to computer screens. Incumbents may be subject to frequent hostility and anger from the public.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: January 23, 1989
Revised: October 28, 2002
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Revised: June 14, 2004

Supervising Assessment Clerk (Class No. 002514)

Union Code: MM

Variable Entry: Y